Thanks for welcoming our guests to our annual Open House!

Our goal, while treating our guests to a fun night, is to increase awareness of services and products and to introduce our clients to providers, stylists and products.

Please memorize your talking points. Talking points should be brought into the conversation for **every** guest to help increase their awareness while enjoying their services.

**Employee(s):** Jasmine & Bri

**Your Title or Station:** Scalp Massage Station

**Your Location:** Ivy Room

**Your arrival time to set up:** 5pm

**You will need:**   
-2 massage tables, warmed, with the foot of the bed pushed to the wall for maximum room at head of table  
-Hot, wet towels. Use the gray towels from the front desk  
-2 bottles of stress fix aroma, one for each therapist  
-alcohol to sanitize your hands between clients  
-dry towels to put on clients scalp if they express that they don’t want oil in their hair   
-several bottles of stress fix comp oil for retail  
-your business cards  
-a station stamp

**Your Role:**   
-stamp their passport to show they were at your station, wether or not they get a service  
-Put down a flat sheet and change it as needed, remembering that we only have like a dozen. They can be flipped to the opposite site to keep sanitary. Try to keep oil off them so they keep appearing clean during client changes.  
-Have your guests lie on your table as they are. No undressing or getting comfy.   
-Have clients do three deep relaxing breaths of the Stress Fix aromatherapy  
-massage the scalp and ears. Try to stay in sync with each other and end at the same time. **Keep each client at 3 minutes if you have a line OR at 5 minutes if no one else is waiting**. Do not get stuck or go over time.   
-end with a hot towel at the neck or face if they don’t have makeup on. The hot towel caddy will likely cool down quickly. If you have cold towels, just skip this part.  
-give them your business card  
-Know the price of the stress fix products and have them ready in case a client would like them

**Your Talking Points:**-the 20 minute massage is a great way to relax during the holidays  
-the aromatherapy you’re using is built into our Holiday Stress Fix Massage, which includes a peppermint back scrub & masque. They can buy stress fix aromatherapy products to take home.   
-advertise that this is the couple’s room, and couples massage is a great gift to give over the holidays